Guardian Club
S4 User Manual
Simple POS

For help processing loyalty transactions using Guardian Club Technology please contact the Guardian Club Help Desk.

PHONE: 1300 657 567 OR **EMAIL: info@guardianclub.com.au**
Monday – Friday 8am – 5pm (EST)

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1. Introduction to Guardian Club features

Once your POS is in a “Sale” screen, you will notice 2 key loyalty features:

1. Guardian Club Prompt

- This feature will appear at the beginning of each transaction
- This is a prompt for you to ask every customer if they are a Guardian Club member
- **This prompt is used to:**

  a) Sign up a new member

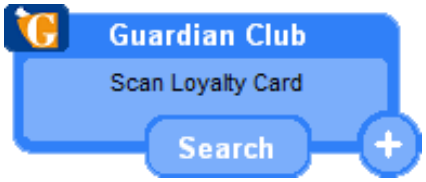
  b) Search for an existing member who doesn’t have their card with them

  c) Enter a card number manually

  d) Exit this function for non Guardian Club transactions

Tip: It is important that if the loyalty prompt/graphic does not appear on your screen you call Guardian Rewards Helpdesk immediately on 1300 657 567

2. Guardian Club Graphic



- This feature will remain on the POS screen during the entire course of a transaction (including non loyalty transactions)

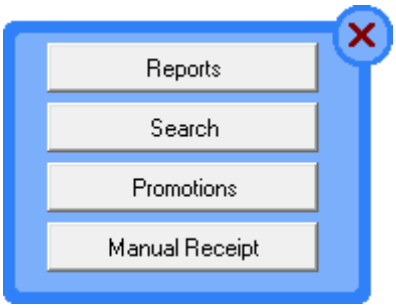
- **This graphic is used to:**
  a) Add a Guardian Club member during a transaction
  b) Search for a Guardian Club member during a transaction
  c) Sign up a new Guardian Club member during a transaction
  d) Access other Guardian Club functions during a transaction

Tip: You can move the loyalty graphic to anywhere you like on the screen so it's in a convenient place for you to use.

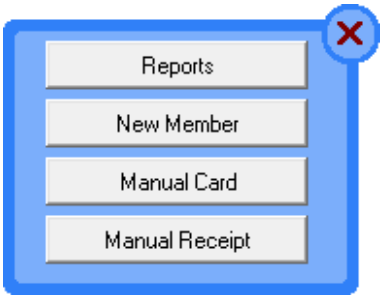
It is very important that you are logged into your POS (if your system requires this) before accessing any of the Guardian Club functionality. Failure to log in would result in information about the Guardian Club transaction not being captured.

3 Guardian Club Loyalty Prompt Menu

When you click on the (+) symbol from the Guardian Club prompt you will see the one of the following menus, depending on if a customers card has been scanned or not:



Loyalty Transaction Menu



Non - Loyalty Transaction Menu

2. How to process a Standard Loyalty Transaction

It is important to ask every customer “Are you a Guardian Club member?”

Tip: Signing up as many Guardian Club members at your pharmacy means more loyalty customers = more chances for your team to win prizes from Sigma!

If the answer is:

“Yes I am a member”

a. Scan the barcode on the reverse of the member’s card.

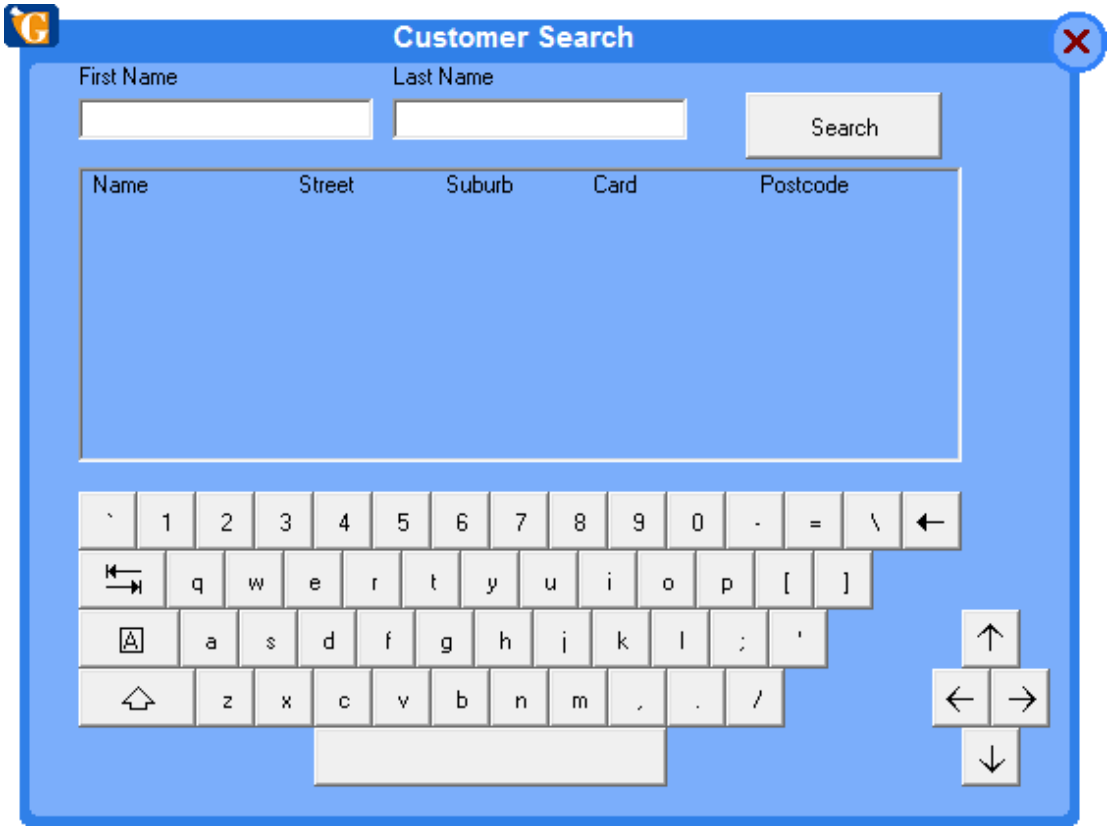
   or

b. Click **“Manual Card”** should the barcode not scan properly and enter the card number in the prompt

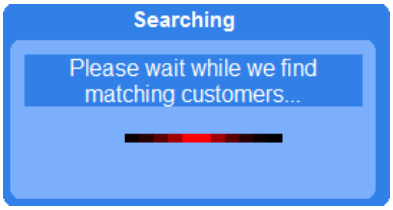
   or

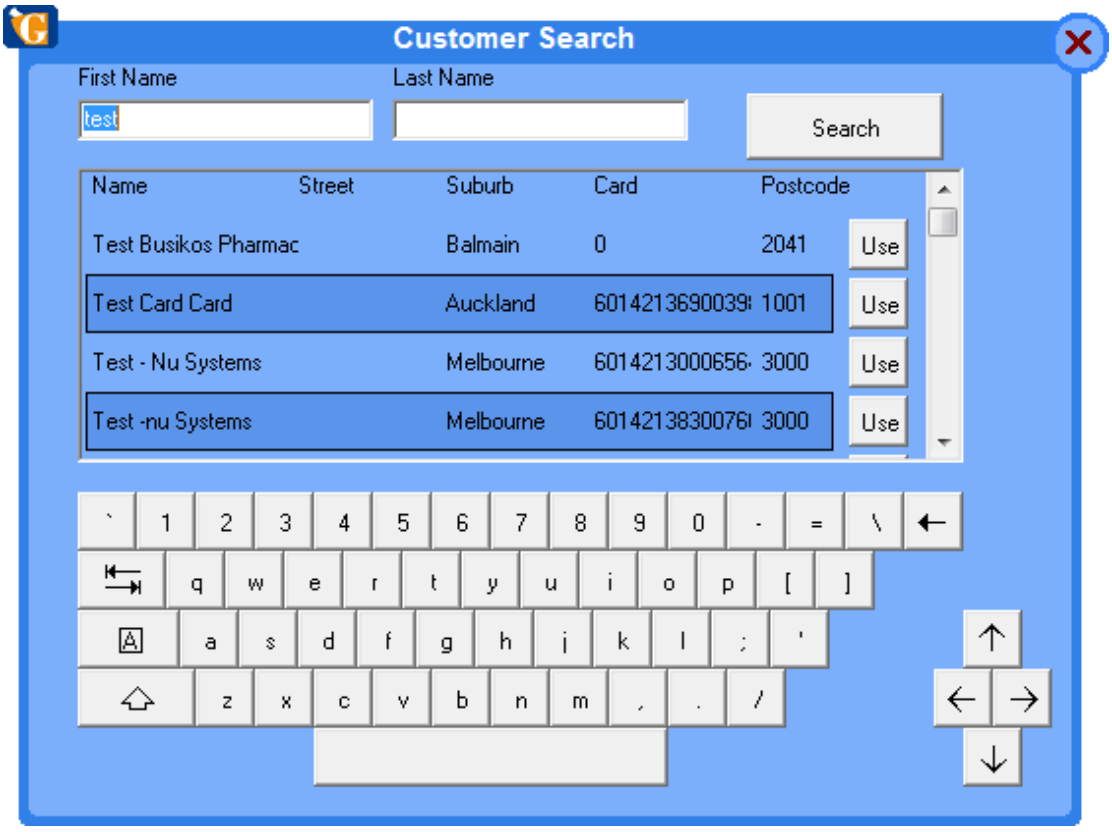
c. Use the **“Search”** function on the Guardian Club prompt to look the member up

When you select the search function, the following search box will appear.



Type in the customer search criteria and select the search button. The following message will appear while the search is in progress, before the results box appears.





Once a member is assigned to the transaction the Guardian Club prompt will be dismissed and the member's details will appear in the Guardian Club Graphic:

If the answer is:

"No I'm not a member and I don't want to join"

Click **"Cancel"** and the loyalty prompt will be dismissed. If the customer changes their mind later clicking on the (+) symbol on the Guardian Club Graphic will provide access to sign up a new member

If the answer is:

"No I'm not a member but I'd like to join"

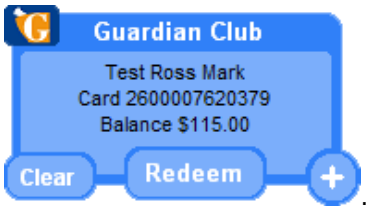
Click on **"New"** to sign up a member on the spot. It has the minimum required information to enroll a member and is intended to be as quick as possible to minimize any delay in the transaction.
If a member would like to complete the application form you can enter their details on the pharmasite later by referring to the card number on the application form.

Note: Members who provide an email address and fill out the interests section on the application form will receive bonus points to get them started!

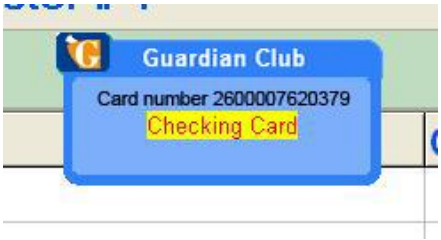
Tip: It is important you capture a new member's email address. Members with an email address will be sent an exclusive welcome offer and will be communicated to more often which = more chances for your team to win prizes from Sigma!

Proceed with the sale

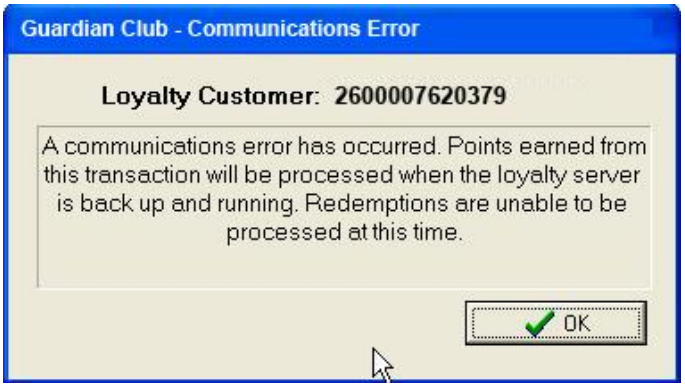
If the member was or now is a loyalty customer, the Guardian Club Graphic will update with the member's details and their current points balance.



Whilst the information is being retrieved, the following message will appear and will disappear on its own accord.



Note: If your store is unable to communicate with the loyalty server, the following message will appear. "Customer information, point balances and redemptions are not available while the server is offline".


Guardian Club - Communications Error
Loyalty Customer: 2600007620379
A communications error has occurred. Points earned from this transaction will be processed when the loyalty server is back up and running. Redemptions are unable to be processed at this time.
OK

Please click 'OK' and proceed with the transaction. The points from the transaction will be processed once the server is back online.

If you continually see this message please check that your Site Controller box is connected and that your internet connection is operating correctly.

Complete the transaction

- Add the items to the transaction as per the usual process and print the receipt.
- The receipt you print will be associated with the loyalty card you have just scanned.

Note**:** If a loyalty transaction is placed on hold whilst another transaction is processed and completed, please ensure that the loyalty card is re-scanned when returning to the 'on-hold' transaction to ensure the loyalty transaction is processed successfully.

At the bottom of the printed receipt there is a member's detail section, which displays the member's points balance (as shown below).

Note: The Staff ID is only printed on the receipt as part of the transaction details if this is set up in the specific POS by your Pharmacy.

TAX INVOICE
Sample Guardian Pharmacy
Shop 2 Parkside Plaza
Sydney
(02) 1234 9876
ABN: 987 123 654 86

Tran # 12348 Operator: Jane D.
01/05/2011 10:38

Guardian Loyalty Card	0.00
BEPANTHEN CREAM 100G *	$13.45
Total	$13.45

GUARDIAN Loyalty Member
Card #: 260007623896
Name: Mr Example
Points: 3000
Rewards: $30.00

IMPORTANT:

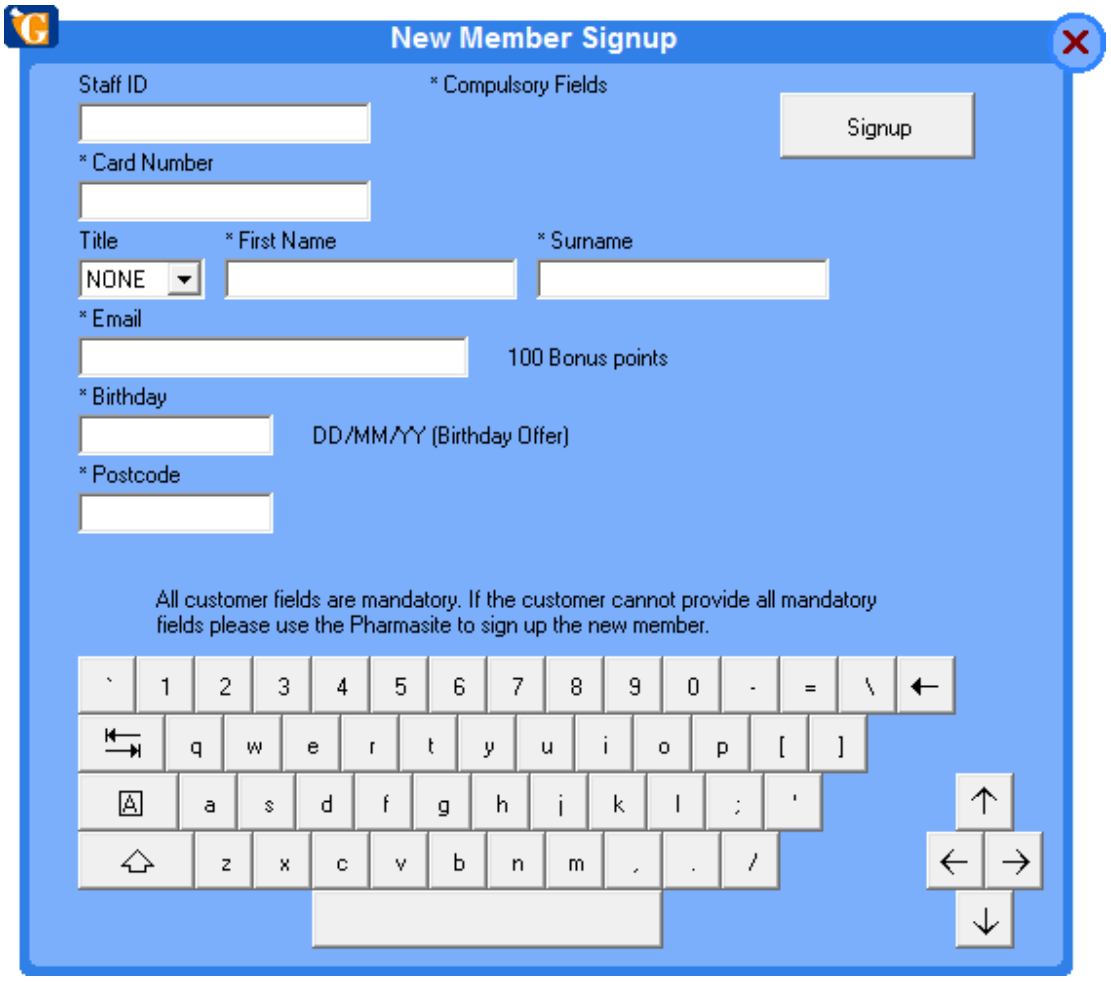
If you do not print a receipt for a Guardian Club transaction, the loyalty points and/or redemption will not be processed. **It is important you print a receipt for all loyalty transactions.** If a receipt does not print, contact the Helpdesk on 1300 657 567.

3. Signing up a new loyalty member

There are two options available to sign up a new member.

1. **Click on "New" in the Guardian Club Prompt or select "New member" from the Guardian Club Graphic**

   Ask member for the following details:



***Note:** **this sign up form is subject to change and will be shortened for a quick and easier experience for you and customers**

2. **Ask member to complete an application form and add customer details in the Pharmasite later:**

a) Capture the customer's details on the enrolment form

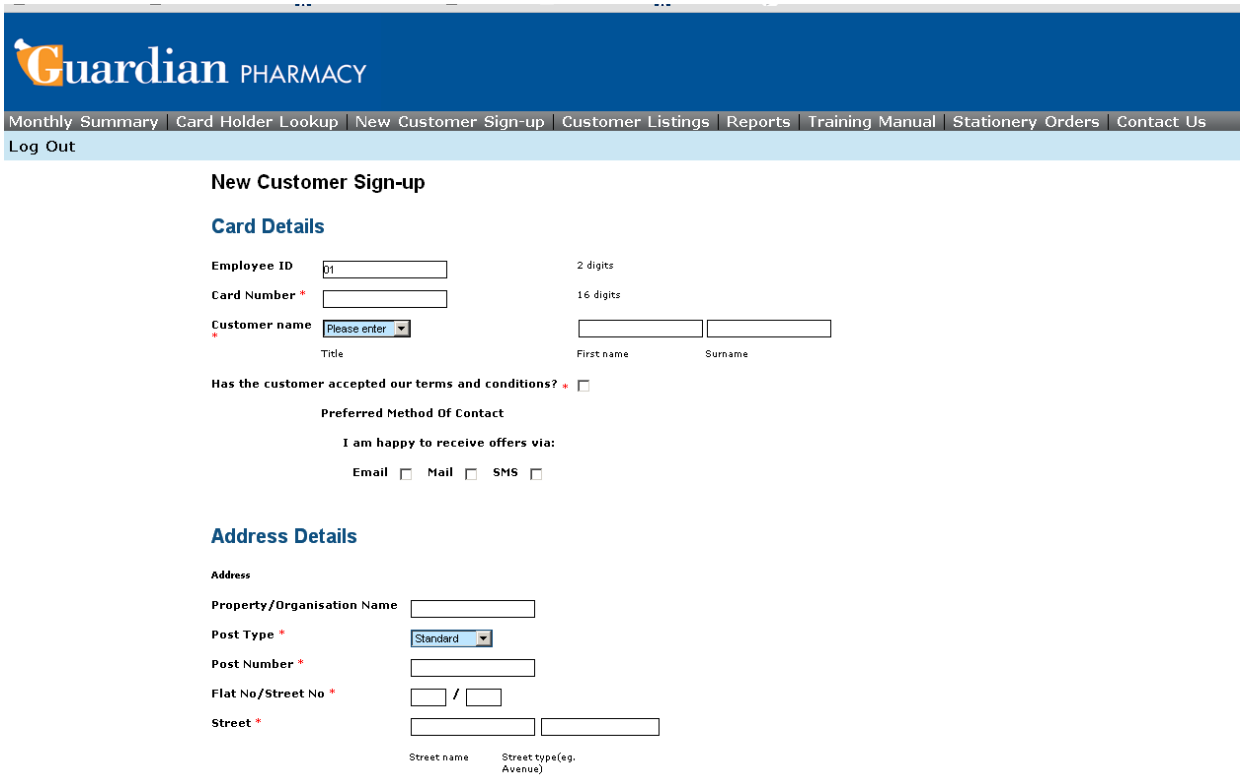
b) Scan the new member card in the transaction

c) Log in to the pharmasite by end of day and enter all of the member's details into the new member sign up page (using the card number assigned to the member)

Tip: It is important you capture new members email address. Members with an email address will be sent an exclusive welcome offer and will be communicated to more often which = more traffic into your pharmacy! If a customer does not have an email address you must use the Pharmasite to sign them up.

Note: If the customer has more time they can provide all their information on the application form including mobile phone number and interests (enter on the pharmasite later). Members who provide an email address and fill out the interests section on the application form will receive bonus points to get them started!

Pharmasite "New Customer Sign Up" Page screen shot:



Pharmasite user name _____(fill in your details)

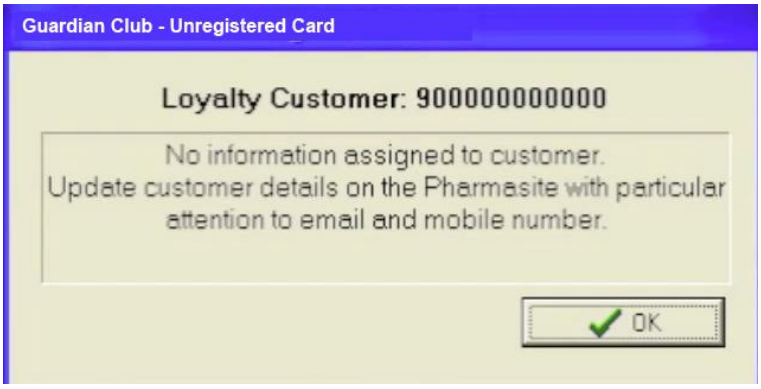
Pharmasite password _____(fill in your details)

If you have misplaced your pharmasite login details please contact

Guardian Club Helpdesk on **1300 657 567**

4. Dealing with an Unregistered Card

If the member's loyalty card application has not yet been processed in the Guardian Club Database the below message will appear when the card is scanned.


Guardian Club - Unregistered Card
Loyalty Customer: 900000000000
No information assigned to customer.
Update customer details on the Pharmasite with particular attention to email and mobile number.
OK

Process the transaction as normal (See page 3: "How to Process a loyalty Transaction").

> Note: Points will still be earned on the transaction and assigned to that card number account, but points will not be available for redemption until the card has been registered and assigned to the customer. **To do so, simply update the members details on the Pharmasite.**

5. How to Redeem Points

Redemptions can only be processed when a "sale" transaction is made and are not possible for account payments. Attempting to do this will result in the redemption being reversed/cancelled.

If a member has sufficient points to undertake a redemption (250 point minimum), the Guardian Club Graphic will display the "Redeem" button.

If "Redeem" is showing:

a) Scan or manually enter all items being purchased in the POS as usual

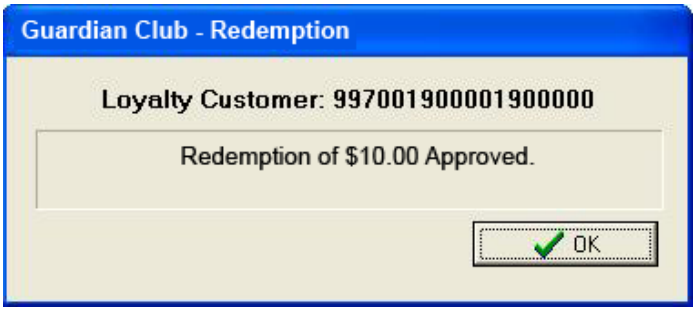
b) Before asking for payment, ask the member if they would like to use their points for part or all of the transaction. (note: the member will be thrilled to save some money!)

c) If they answer yes, then click on the "Redeem" button and enter the amount that the member would like to redeem in the dialogue box that appears:

Note: The customer must be registered to be able to redeem their points. The customer must have a minimum of 250 points. Redemptions are only permitted in $5.00 increments.

Once an amount is entered, the following message will appear.

If the redemption is successful your receipt printer will print a "chit" advising the redemption is approved and giving you an authorisation number. The below dialogue box will also appear on your screen.



Note: The printing of the chit does not mean that the redemption has been processed. **In order for the redemption to be processed you must complete the sale.** The transaction receipt will print with details of the redemption in the footer confirming that the redemption has been processed successfully.

The Guardian Club Graphic will also update with the amount of the redemption that was processed.

Tip: Chits should be kept in your till in case you need to refer to them when balancing the till.

Press OK and then in your POS screen, finalise the sale using the payment method that has been chosen by your pharmacy as most appropriate.

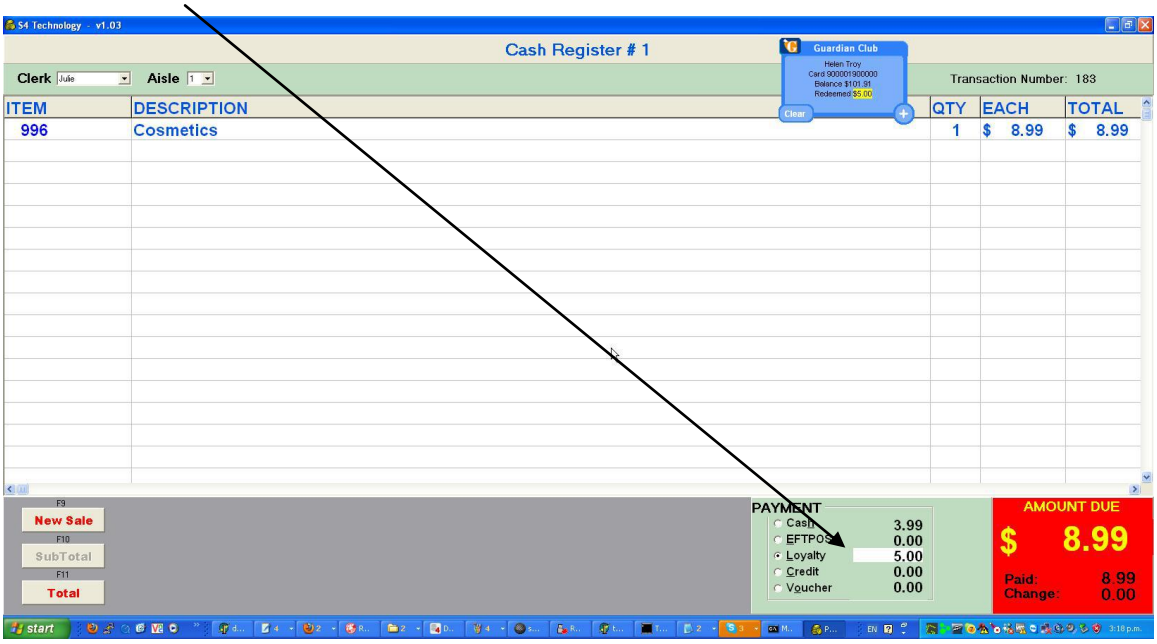
Finish the transaction and print the receipt as normal. You must print the receipt for the redemption to be accepted.

a) Payment Type Method

- Close the sale off as usual and proceed to the payments screen.
- Choose the Loyalty Redemption payment type you have elected to use for redemptions

(record the payment type here for your future reference)

- Enter the amount that you processed for the redemption in the previous steps (the amount will be visible in the Guardian Club Graphic if you need a reminder)
- If further payments are required to make up the difference for the transaction, proceed to enter the amounts for these payment type/s
- Conclude the sale



Example of a receipt using payment type method to process a redemption:

TAX INVOICE
Sample Guardian Pharmacy
Shop 2 Parkside Plaza
Sydney
(02) 1234 9876
ABN: 987 123 654 86

Tran # 12349 Operator: Jane D.
01/05/2011 10:40

BEPANTHEN CREAM 100G * $8.99

TOTAL: $8.99
LOYALTY: $5.00
CASH: $3.99
PAID: $8.99

GUARDIAN CLUB MEMBER
Card #: 270000037328
Name: Mr Example
Points: 3000
Rewards: $30.00
Redeemed: $5.00

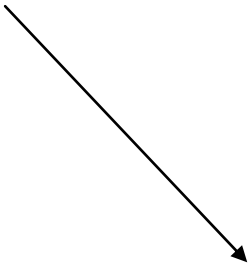
Does not include points and rewards earned on today's transactions

Details of the redemption will appear at the bottom of the receipt.

b) Negative Line Item Method

- Before closing off the sale, select the loyalty redemption PLU in your POS
- Enter the amount (as a negative) that you processed for the redemption in the previous steps by overwriting the item's price (the amount will be in the Guardian Club Graphic if you need a reminder)
- Proceed to close the sale, using the relevant payment type for any amount outstanding for the transaction

Example of a receipt using negative line item method to process a redemption



Details of the redemption will appear at the bottom of the receipt.

TAX INVOICE
Sample Guardian Pharmacy
Shop 2 Parkside Plaza
Sydney
(02) 1234 9876
ABN: 987 123 654 86

Tran # 12349 Operator: Jane D.
01/05/2011 10:40

BEPANTHEN CREAM 100G * $13.45
Guardian Club redemption - $5.00

Total $8.45

GUARDIAN CLUB MEMBER
Card #: 270000037328
Name: Mr Example
Points: 3000
Rewards: $30.00
Redeemed: $5.00

Does not include points and rewards earned on today's transactions

6. Redemption Reversals

If the loyalty transaction is cancelled by clicking the 'Clear' icon or a second loyalty card is scanned after a redemption has been performed, the redemption will be reversed and a chit will print advising you of this (as shown below).

Guardian Rewards

Loyalty Redemption Reversed

Card #: 270000037328
Name: Test Card
Redeemed: $5.00
Auth: 00674002r91201120729
Date: 27/11/11 15:20
Device: 01325701
This redemption has been reversed.

RE-DOING A REVERSED REDEMPTION

- Re-scan the member's card or manually enter the card number
- Don't ring up the sale items again as the only item appearing on this transaction will be the "Guardian Loyalty Card" line item with a $0.00 value
- Click on the Guardian Club Graphic and select redemption
- Re-enter the amount of the redemption that was listed on the chit
- Click OK to proceed.
- Finalise the sale which should be $0.00 value with $0.00 in cash presented

Note: You must print the receipt for the redemption to be accepted.

COMMUNICATION ERRORS AND REDEMPTIONS

If redemptions are unable to be performed because of communication problems, an error message will appear in a dialogue box as follows. Points however will still be earned on the transaction.

If the loyalty member has insufficient funds in their account to redeem the amount requested the following message will appear:

If the redemption amount entered is incorrect the following message will appear:

or

7. Forgotten Membership Card

If a member has forgotten their card, it's OK! You can look them up either from the Guardian Club Prompt or from the Guardian Club Graphic via the Menu.

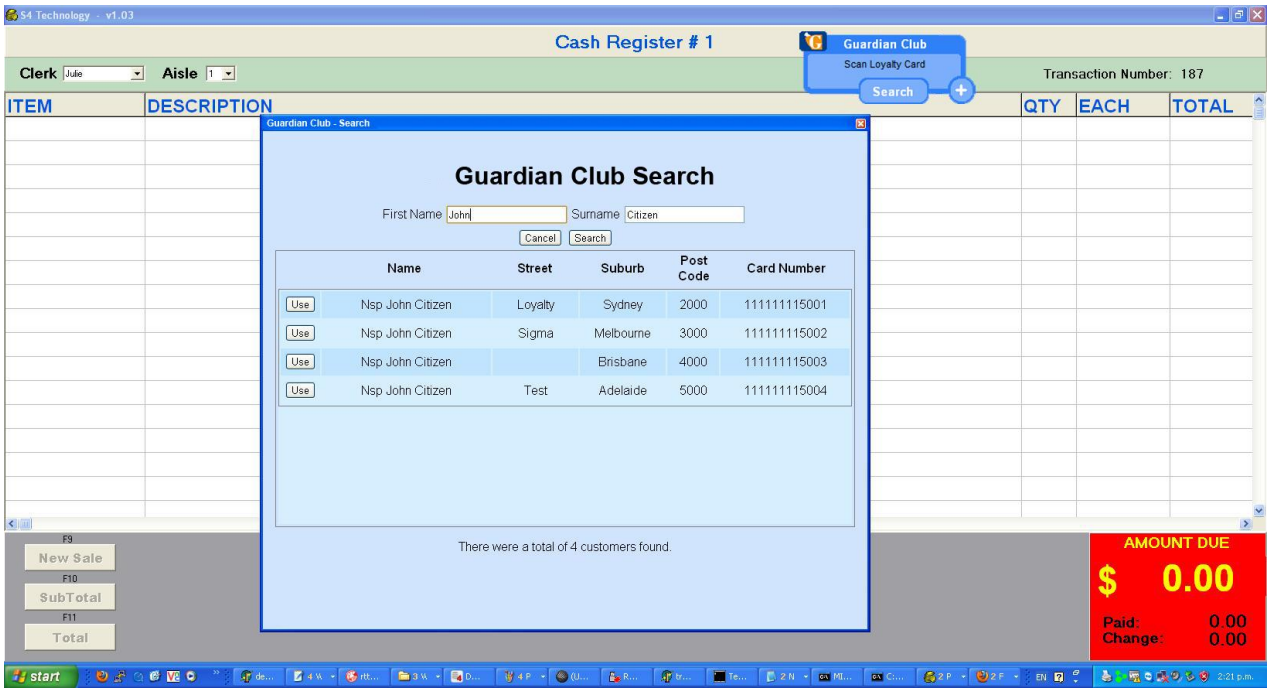
Guardian Club Prompt

Click "Search" and enter the member's first and last name into the search box.

Entering only one or the other will also work however the results will be slower and more numerous.

(**Note**: the database search will only return members from your store only.)

Select from the list of returned results the correct member (only members that signed up at your own store can be searched)



Once the member is selected the member's card is automatically added to the transaction and the member's details will be added to the Guardian Club Graphic according to the normal process outlined in section 2 ('How to process a standard loyalty transaction').

Guardian Club Graphic

If you need to find a loyalty member during a transaction:

a) Click on the (+) symbol on the Guardian Club Graphic which will bring up the Loyalty Menu

b) Select “Search”

c) Enter their first and last names into the search prompt and hit enter

d) Select the correct member from the list of results returned

e) Continue with the remainder of the transaction

8. Non Loyalty transactions

If a transaction is processed for a customer who hasn’t provided an Guardian Club card (which includes items eligible to earn points) the following message and barcode will print on the bottom of their receipt to encourage them to sign up to become a member (remind them of what they’re missing out on).

The customer is prompted to either join up on the spot or return with their card later to add the loyalty points from the transaction to their account.

Processing the barcode on the bottom of a receipt

- If a member returns to the store with their barcoded receipt and Guardian Club card you can scan the barcode and add it to the customers loyalty account. Another purchase is not required. The transactions can be added to cards one at a time.

Note: these barcodes can only be scanned once however the rules about only being valid at the pharmacy where the transaction took place along with the 30 day validity can be enforced at your own discretion (the system will allow them to use the barcode later than 30 days and at other pharmacies)

_____

(Insert your pharmacy’s decision here)

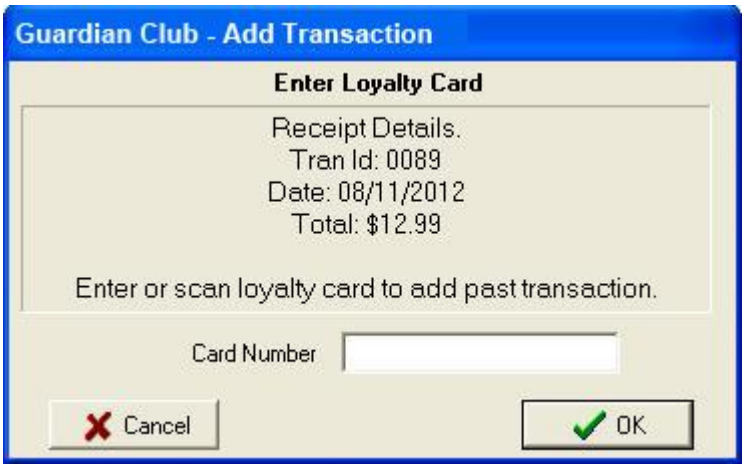
If the receipt presented meets your own pharmacies rule about which to accept:

a) Scan the barcode on the bottom of the receipt. A summary of the receipt details will be displayed for confirmation.

b) If correct, scan or enter the customer's card and press ok.

Note: after you've scanned the barcode, the below message will appear while the transaction details are obtained:

The following dialogue box will now appear with the transaction details



Note: If the barcode on the bottom of the receipt is scanned just after the loyalty receipt has been printed, it may not be found instantly as it takes a few seconds for the receipt to be registered. In this instance, please try to scan the barcode again until it is recognised and the above dialogue box appears.

A dialogue box (shown below) will open to confirm indicating the total value of this transaction, click OK.

A chit will be printed as a record of the amount added to the card (as shown below)

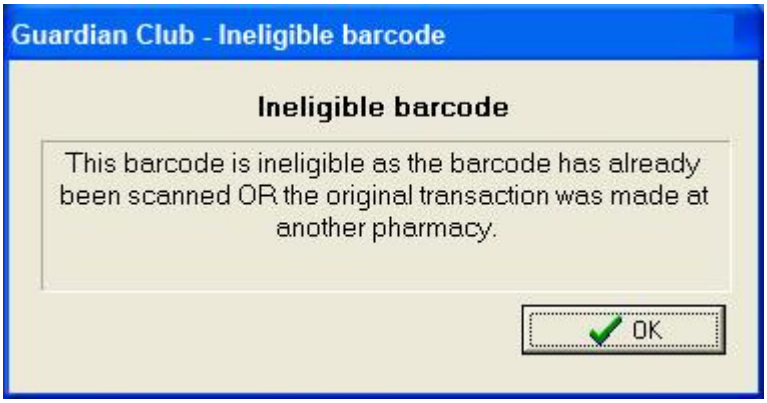
Guardian Club

Manual Transaction

Card #: 27000037925
Date: 27/07/11 15:20
Receipt Date: 18/07/2011
Total: $15.95
Tran #: 0268

Note: Items ineligible for points (prescriptions) will be automatically excluded by the system so the value displayed in the 'total' may differ from the receipt transaction total if some items weren't eligible.

If the barcode has already been processed / scanned then the following dialogue box will pop up:

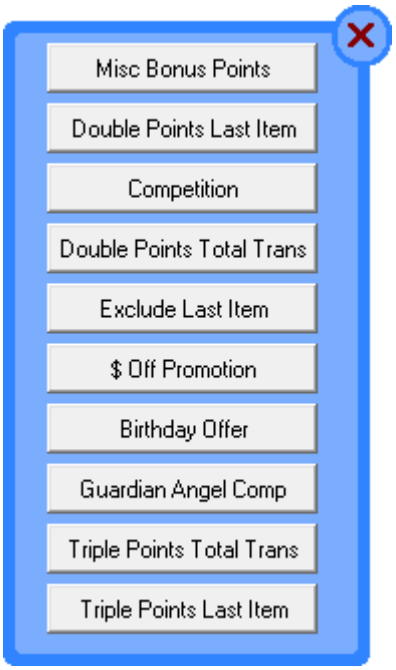

Guardian Club - Ineligible barcode
Ineligible barcode
This barcode is ineligible as the barcode has already been scanned OR the original transaction was made at another pharmacy.
OK

NOTE: Once you have scanned the barcode, please ensure you either tear off the barcode and return the receipt to the customer or using a pen draw a line across the barcode section and return the receipt to the customer to ensure it is not used again.

9. Promotions (barcodes)

You can access the following promotional barcodes by selecting "Promotions" on the Loyalty Menu (accessed via the Guardian Club Graphic):

- Award bonus points
- Award double points on total transaction amount (excluding prescriptions)
- Enter a member into a competition
- Award double points on last item scanned
- Birthday offer



Once a promotion is selected from the list above, you will be required to confirm by clicking OK.

Once you select OK, the promotion will appear along with the customer's details in the Guardian Club Graphic.

Note: You can add more than one promotion to the same transaction if required. Simply click on the Guardian Club Graphic again and follow the same steps.

Selecting the Cancel button will bring up the below dialogue box and will stop the customer from receiving the promotion item.

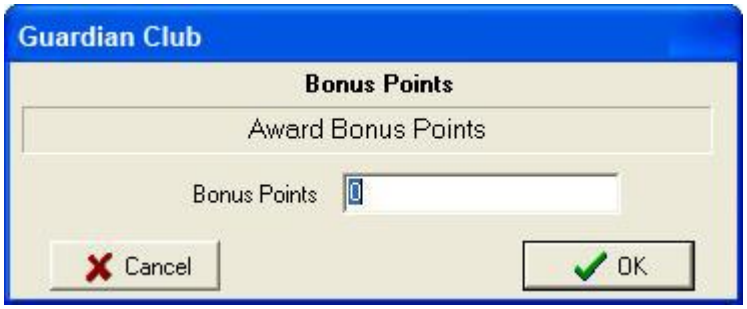
Once completed the promotion details will again appear in the Guardian Club Graphic

Miscellaneous Bonus Points

Should your Pharmacy want to award a customer additional bonus points:

a) Attach a member to the transaction and scan or enter all the items purchased into the POS as normal

b) Select ‘Bonus Points’ from the promotions menu. A pop up will appear for you to enter the amount of points you want to award the customer.



Finish the transaction and print the receipt as normal.

Double Points on Last Item Scanned

Awarding Double Bonus Points On last Item Scanned

In order to award a Customer with Double Bonus points on Specific Items

Scan the ‘Dbl Pt on Last Item’ directly after each product that is to receive double bonus points.

Note: The PLU's description ‘Dbl Pt on Last’ will appear as a line item on the POS, directly after the line item for the product that will receive double bonus points.

Finish the transaction as normal.

IMPORTANT: The PLU 9000019197839 needs to be set up within the system with the description ‘Dbl Pt on Last' in order for the Barcode to work. This only needs to be set up once.
Bar Code: 9000019197839
Product Description: Dbl Pt on Last
Product value: $0.00 (note: if you are unable to set up a $0.00 value item please use $0.01)

If you do not have this PLU set up as indicated here the member will not be awarded with points.

Triple Points on Last Item Scanned

Awarding Triple Bonus Points On last Item Scanned

In order to award a Customer with Triple Bonus points on Specific Items

a) Scan the ‘TRPL PT ON LAST’ directly after each product that is to receive double bonus points.

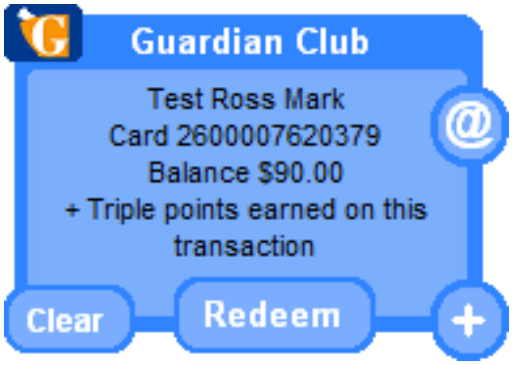
Note: The PLU's description ‘TRPL PT ON LAST’ will appear as a line item on the POS, directly after the line item for the product that will receive triple bonus points.

Finish the transaction as normal.

IMPORTANT: The PLU 9000019197860 needs to be set up within the system with the description 'TRPL PT ON LAST ' in order for the Barcode to work. This only needs to be set up once.
Bar Code: 9000019197860
Product Description: TRPL PT ON LAST

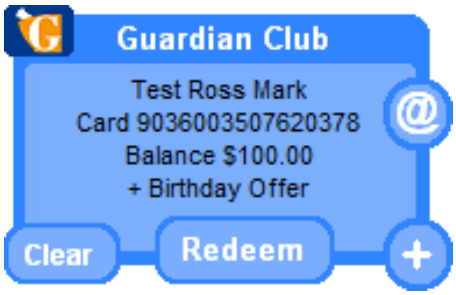
Product value: $0.00 (note: if you are unable to set up a $0.00 value item please use $0.01)

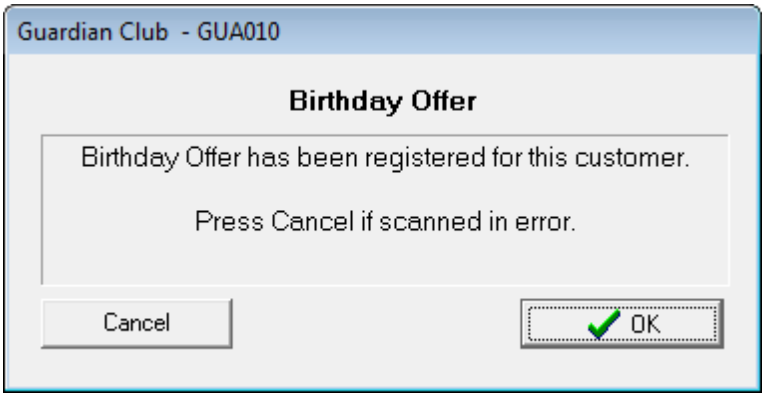
If you do not have this PLU set up as indicated here the member will not be awarded with points.



Birthday offer

Tracking members who have received the Birthday offer
In order to track members, who have received the birthday offer, select the Birthday offer option on the promotions menu. You will receive confirmation as indicated below.





Process the offer as indicated on the member postcard or email – dollar off amount based on your POS type.

10. Daily loyalty reporting at the till

Two summary reports for loyalty activity are available at each till:

End of Day Report

Provides a summary of loyalty activity on that till for the day, this can be run as many times as you like in a day and will reset to zero at midnight.

End of Shift Report

Provides a summary of loyalty activity however it resets to zero after each time you run the report. This report can be used to reconcile the cash drawer throughout the day if your process is to change tills as the day progresses or staff changeover etc.

Guardian Club - Loyalty Summary
Print Loyalty Summary Report
Print the End Of Day Total to print the report for today on this till
Print Shift Total for a report since the last shift total.
Cancel
Shift Total
End Of Day Total

To access these reports:

- Click on the (+) symbol on the Guardian Club Graphic to view the Loyalty Menu
- Select 'Reports'
- Select one of the two reports that you wish to run.
- The report will be printed via the receipt printer serving that POS

NOTE: This is not intended to replace the existing reports, the Pharmasite still provides you with the normal pharmacy wide loyalty reporting for liability etc. It is intended to facilitate end of day and end of shift reconciliation only.

11. Excluding prescriptions from earning points

Prescription items are automatically excluded from earning loyalty points. No action is required by pharmacies. This is communicated on the receipt ‘excludes prescription purchases’

Removing points for items returned for refund

When processing a refund scan the member’s card as though it was a normal loyalty sale.

This will remove the points that they originally earned for the transaction

Returning redeemed points when items are returned for refund

You cannot refund points that were redeemed as part of a purchase which is now being refunded.

Instead issue a store credit note or use other means to compensate the member for the points they originally redeemed.

12 Missing Guardian Club Prompt?

The below Guardian Club prompt should appear at the start of every transaction:

If the prompt is not appearing or you notice that members details or barcodes are not printing on receipts please contact the **Guardian Club Helpdesk** on **1300 657 567** as there may be a risk that your loyalty customers are not receiving their loyalty points.

Some of the reasons for this occurring:

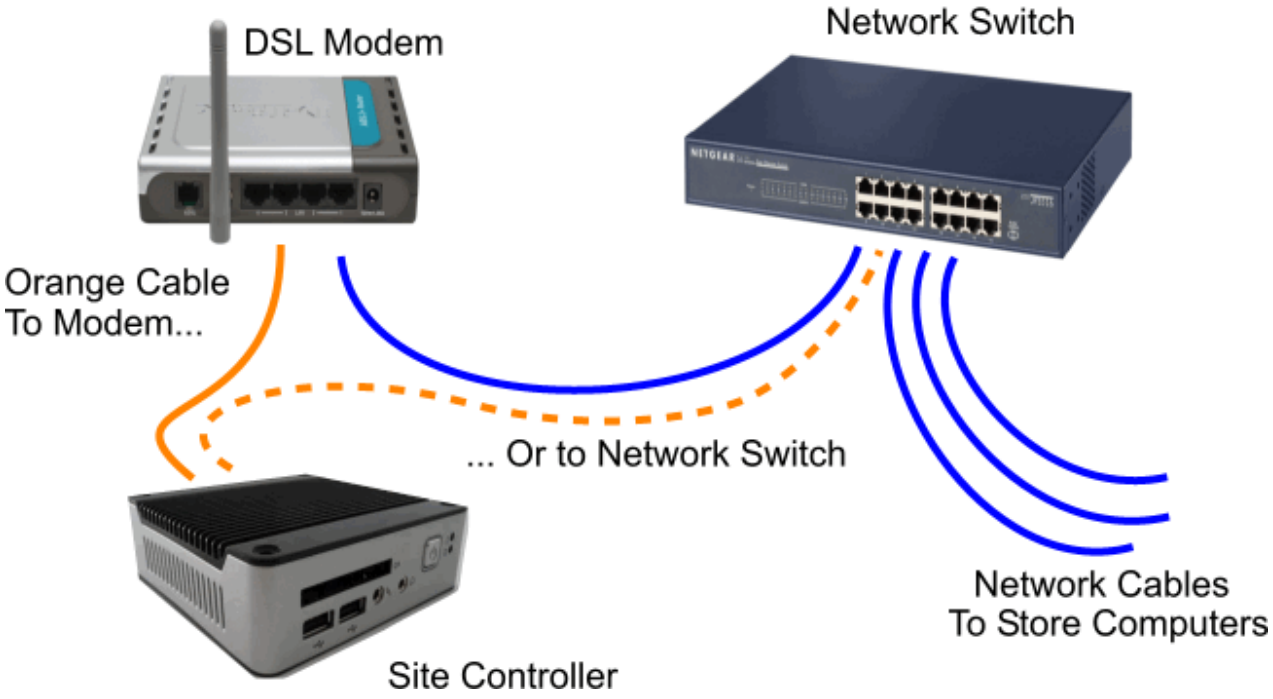
1. Printer has been reconfigured
2. Pharmacy has installed a new printer
3. POS vendor has re-set the printer settings

APPENDIX 1: Setting up your store so the Guardian Club system can function

Your pharmacy would have previously received a welcome pack and a package from S4 Technology containing all the equipment you will need in order to have Loyalty function at your POS. Contained in the package will be a site controller as illustrated below.

Once you receive this package and S4 has contacted you to arrange a time for an installation, please ensure the site controller is connected to your POS. Instructions on how to do this are outlined below.

Connecting the Site Controller



To install a Site Controller you will need to:

- Locate a power point that is near to a network connection point (such as your internet DSL modem, through which your internet service is provided, or your network switch).
- Connect the site controller power supply, and turn it on. There are two switches on the site controller itself, a black rocker switch on the back, and a silver square button on the front.
- When plugged in, and the rocker switch is switched from off to on, the unit will start up.
- If the front silver button is pressed it can also turn on or shut down provided the rear switch is turned on.
- There is a green power light on the front of the site controller that is lit when the power is on.
- Orange network cables are supplied with the site controller. Plug one end into the back of the site controller and the other end into either the DSL modem or a network switch.
- Which one you decide to connect to will depend on where there are spare sockets and accessibility; it makes no difference to the site controller.

- When the site controller is turned on, and the network is connected correctly, the lights on the edge of the site controller network socket will light up.
- The green one should be steady and the orange one should flash.
- If you have a more complex system (with a VPN for example) then please contact the help desk for further guidance.
- Please be careful when locating the site controller that is not placed somewhere that the silver button on the front of the unit can be easily knocked by accident (and so turn the unit off).

Using existing Point of Sale Scanners

- The Loyalty system uses your current store scanners to read both the loyalty members barcode on loyalty cards and any physical promotional barcodes you may use (it is recommended you use the promotional items via the Loyalty Menu),
- Please check that your scanner is configured to read the format of these barcodes. (Code 128 and code 3 of 9)
- You can check this by scanning samples of them with your scanners. If your scanner can read them it will exhibit its normal behaviour when successfully scanning a product i.e. it will beep or light flash.
- If the scanner does not read the barcode then test others as you may have a poor quality barcode on the one you are testing.
- The Guardian Club card barcodes were recently changes to a ‘128’ type which has been tested across a number of pharmacies and scans properly.
- If you are still using the old application forms/cards or the first batch of the new application forms/cards you may find that you are having trouble scanning cards
- If this is the case please order new Guardian Club application forms and destroy any old stock you have on hand (once new stock has arrived).

Please sign here
2 600508 146552
CUSTOMER SERVICE CENTRE: 1300 657 567
This card and the Guardian Club program are subject to the current Membership Terms and Conditions. Use constitutes acceptance of these Terms. This card remains the property of Guardian Pharmacies.
903600-350-8146555
Guardian club
PHARMACY

- Please scan the below sample barcodes to Test your scanner reads these formats

- If you complete the test and confirm the scanner is not configured to read these barcode formats then please consult the scanner manual or your POS vendor to configure it to do so.
- The process is relatively simple and involves the scanning of special configuration barcodes to set up the scanner to read these particular barcodes.

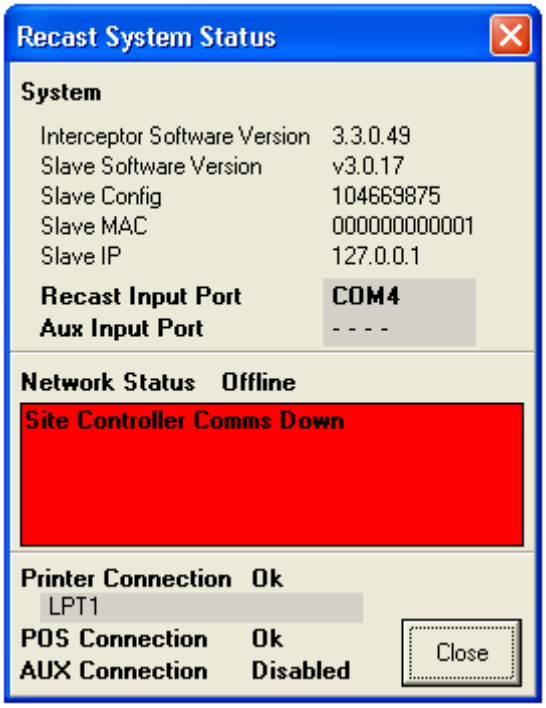
APPENDIX 2: Troubleshooting

- There are several parts to the Loyalty system in your store.
- In all stores there will be a Site Controller unit that is normally located in the back office.
- There is also a software component running on each of the POS computers.
- On some older systems (POS2000 and Checkout) there is another unit (a white box marked 'Recast') that is connected between each POS computer and the receipt printer.
- Beyond these components, your Pharmacy must also have Internet connectivity available on the store's internal network.

The software loaded onto your Point of Sale computer

- Software has been loaded onto your POS to enable the system to intercept the data from your scanner and printer for use in providing you with Loyalty functionality and data capture.
- The software Application, when running, has a small S4 logo (three interconnected spheres) in the system tray, typically bottom right hand corner of the screen.
- The task bar may need to be extended in case it is hidden.

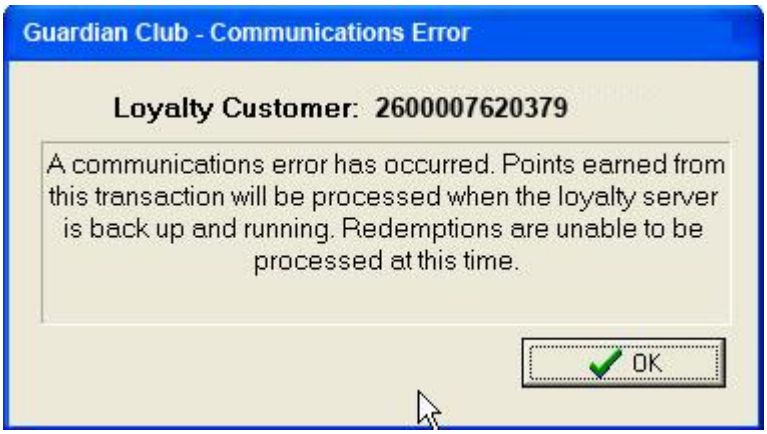
- If the logo is green then it is working correctly.
- If the logo is black with a flashing yellow warning sign then there is a problem.
- When there is a problem right clicking on the icon and selecting "Status" will open a status window (as shown below) and display what the error is (error states are always in red).



- If the error shown is *"Site Controller Comms down"* as per the example above then please check that the Site Controller is powered on and connected as explained in 'Checking the Site Controller'. (See page 23, section on "Locating and checking the Site Controller").

APPENDIX 3: Resolving Communications Errors

A common error report is that after scanning a card a Communication Error pop-up window is displayed. There are several checks to be performed in this case.


Guardian Club - Communications Error
Loyalty Customer: 2600007620379
A communications error has occurred. Points earned from this transaction will be processed when the loyalty server is back up and running. Redemptions are unable to be processed at this time.
OK

Does the store Internet work?

Check that you can open a web browser (such as Internet Explorer) and view a web page to confirm that Internet is available. It is not necessary to have web access available at each POS for the system to work; it just needs to be accessible through the network.

Is the Site Controller online?

For the majority of POS systems, if the site controller is offline, the icon will be visible and flashing in the task bar if the site controller cannot be contacted. Confirm this error by right clicking on the icon then select ‘status’. If the site controller is not accessible then proceed as per the below “Locating and Checking the Site Controller” to locate the Site Controller and check its status.

For **POS2000** and **Checkout** systems, and those running **Windows 98** or **Windows Me**, you will have a Recast unit at each POS computer. If these all display a red ‘fault’ light it is a strong possibility that the site controller is turned off or disconnected from the network or has some fault. Proceed as per the below “Locating and Checking the Site Controller” to locate the site controller and check its status.

See also the comment about firewalls below in ‘Has something changed?’

Is the problem intermittent?

From time to time there may be server issues that cause the Communications Error window to be shown even though the communication pathways are sound. If the problem is consistent or frequent then please contact the **Guardian Club Help Desk** Phone: **1300 657 567** or Email info@guardianclub.com.au

Has something changed?

If the system has been working fine until recently, do you know of anything that has changed in the store that could cause this? If new computers have been connected they may cause a conflict with network communications, this is easily confirmed by turning them off to see if the problem resolves. Please contact the help desk if you have new POS computers requiring setup.

A new ADSL Internet modem may change network behaviour also.

If you have recently changed Internet provider then please advise the helpdesk, as network settings may need to be adjusted in the Site Controller.

Sometimes firewall and antivirus software can block operation of the system. Normally these issues are dealt with at installation, but sometimes updates or changes to the store antivirus systems can cause issues. If a firewall program has just been installed then an exclusion allowing Internet access needs to be made for the program **C:\Program Files\Recast\RecastIF.exe.**

Locating and Checking the Site Controller

- To communicate with the Loyalty database you have had installed into your Pharmacy a grey and black network box called a Site Controller. It looks like this

- This Site Controller is attached to your computer network and is typically connected close to your broadband Internet ADSL modem.
- The Site Controller serves as a communication link between your POS terminals and the Guardian Club Loyalty server and is **vital it is left on and connected to the network at all times**.
- The Site Controller has two Green LED lights on the front; one indicates power, and the other indicates internal disk activity.
- The power light should always be lit, the disk light will flash according to system activity (which may be infrequent).
- At the back of the Site Controller you should see a network cable plugged in (normally this will be an orange cable).
- Where this cable plugs in there are two LED lights on the edge of the socket. An Orange LED light should be on and flashing and a Green LED light should be on and solid.
- The network cable will be plugged into your Pharmacy ADSL Internet modem so it can access the Internet, or it will be plugged into a “network switch” which then enables it to access the internet.
- If the Orange LED light is not on and flashing then please follow the Orange cable to ensure it is plugged into the switch or ADSL modem.
- Sometimes the plastic latch on the network cable connectors is broken and the cable no longer locks in securely.
- If the network cable comes out just with a very gentle pull (without touching the latch), then the cable should be replaced.

APPENDIX 4: Quick Instructions

Normal Guardian Club Transaction

1. Commence sale
2. Scan Guardian Club Card
3. Guardian Club Graphic displays members card number, members name and points balance
4. Scan items as normal
5. Total off the sale and process payment
6. Customer receipt shows points balance

Check Customers Points Balance

a. Scan Guardian Club Card.
b. Guardian Club Graphic displays the member's name and points balance
c. Click on 'Clear; in the Guardian Club Graphic to clear the member from the transaction

Guardian Club Redemption

1. Commence sale
2. Scan Guardian Club Card
3. Scan items as normal
4. Guardian Club Graphic displays points balance available for redemption
5. Click 'Redeem'
6. Enter redemption amount and click Ok. A pop up dialogue box will appear on screen or a chit will print showing whether the redemption is approved.
7. Total off the sale and process redemption as a tender type or negative line item depending on your pharmacies set up
8. Customer receipt shows redemption information

Search Guardian Club Member

1. Process the transaction as normal.
2. Look up customer using the 'Search' function via the Guardian Club Graphic Menu
3. Enter members first and/or last name
4. Select the correct customer (check address if multiple members are returned)
5. Complete Transaction.

Add Guardian Club Points from a Receipt

1. Receipt prints with barcode and 'Bring this back' message.
2. When customer returns to store with receipt and card, scan receipt and card to award points
3. Tear off the barcode and return the receipt without the barcode to the customer

OR Use a pen draw a line over the barcode and return the receipt to the customer